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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/886,325	06/19/2001	Russell S. Neville	D/A1149	5399
7590 12/30/2004			EXAMINER	
Patent Documentation Center Xerox Corporation Xerox Square 20th Floor 100 Clinton Ave. S. Rochester, NY 14644			LOHN, JOSHUA A	
			ART UNIT	PAPER NUMBER
			2114	
DATE MAILED: 12/30/2004				

Please find below and/or attached an Office communication concerning this application or proceeding.

## Office Action Summary

**Application No.**

09/886,325

**Applicant(s)**

NEVILLE, RUSSELL S.

**Examiner**

Joshua A Lohn

**Art Unit**

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

**Status**

- 1) ☒ Responsive to communication(s) filed on 08 December 2004.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

**Disposition of Claims**

- 4) ☒ Claim(s) 1,2,4-16,18-22 and 24-26 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1,2,4-16,18-22 and 24-26 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

**Application Papers**

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 19 June 2001 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

**Priority under 35 U.S.C. § 119**

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

**Attachment(s)**

- 1) ☐ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)  
Paper No(s)/Mail Date \_\_\_\_\_.
- 4) ☐ Interview Summary (PTO-413)  
Paper No(s)/Mail Date. \_\_\_\_\_.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: \_\_\_\_\_.

## **FINAL REJECTION**

### ***Response to Arguments***

Applicant's arguments filed 12/8/04 have been fully considered but they are not persuasive. With respect to applicant's arguments that Taggart fails to teach or suggest "a support system for diagnosing problems, wherein responsive to a request for support from a printer, the support server transmits a printer diagnostics utility to the printer; wherein, upon receipt and installation of the printer diagnostics utility, the printer generates printer diagnostic data and transmits the generated printer diagnostic data to the support server", the examiner respectfully disagrees. The applicant is directed to figure 11A of Taggart, and the accompanying text of paragraphs 63-66, to show the teachings of these limitations of the independent claims 1 and 18. The support server is interpreted to include the client and server of figure 11A that are accessed across the network by the printer that transmits a request for support in the form of an alert message (elements 302 and 304), the client then transmits a request, acting as a printer diagnostic utility, to the printer to initiate the polling diagnostic operation (elements 310 and 312). The printer then executes the indicated diagnostic to generate diagnostic data that is then transmitted to the support server for further diagnostic operations (elements 314, 316, 318, 320, and 322). The disclosure of Taggart teaches the limitations of the independent claims as currently amended and the examiner reasserts the previous rejection with respect to the newly amended claims.

*Claim Rejections - 35 USC § 102*

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

Claims 1, 2, 4-7, 11-16, 18-22, and 26 are rejected under 35 U.S.C. 102(e) as being anticipated by Taggart et al., United States Patent Application Publication, 2002/0165784, filed March 1, 2001.

As per claim 1, Taggart discloses a support system for diagnosing printer problems that includes a support server having a rules engine for parsing printer diagnostic data into components, for analyzing the components and for generating a suggested solution based on combinations of printer diagnostic data and error conditions (Taggart, ¶60); wherein the support server further including a printer diagnostics utility (Taggart, ¶63-64 and figure 11A, where the client is part of the support server, accessed across the network by the printer, and provides a diagnostics utility), and wherein responsive to a request for support from a printer, located remote from the support server, wherein the printer includes a printer driver, for communicating with the support server (Taggart, ¶26, where the processor acts as a driver to control the operation of the appliance), the support server transmits the printer diagnostic utility to the printer (Taggart, ¶34, where the request message acts as a diagnostic utility to direct the polling of the printer resources); wherein, upon receipt and installation of the printer diagnostics utility, the printer generates printer diagnostic data and transmits the generated printer diagnostic data to

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the support server (Taggart, ¶33 and ¶64-65); and wherein, responsive to the generated printer diagnostic data, the rules engine parses and analyzes the printer diagnostic data and generates a suggested solution and the support server transmits the suggested solution to the printer (Taggart, ¶60 and ¶65-66).

As per claim 2, Taggart discloses that the support server and the printer communicate over the Internet (Taggart, ¶35).

As per claim 4, Taggart discloses that the printer driver further includes a usage profile utility for generating and storing usage information and printer status information during operation of the printer and wherein, responsive to the request for support from the printer, the printer transmits the usage profile information and printer status information to the support server (Taggart, ¶29-30).

As per claim 5, Taggart discloses that the printer further comprises a web browser for pointing to a web page at the support server (Taggart, ¶64).

As per claim 6, Taggart discloses that the printer further comprises a web server for generating web pages pertaining to the printer (Taggart, ¶42).

As per claim 7, Taggart discloses that the printer and the support server communicate over the Internet via a web browser; wherein the printer driver further includes a usage profile utility for generating and storing usage information and printer status information during operation of the printer; and wherein, responsive to the request for support from the printer, the web server attaches the usage profile information and printer status information to a web page for the printer and transmits the web page to the support server (Taggart, ¶35-38).

As per claim 11, Taggart discloses that the printer further comprises a processor, a memory storing a web browser and an input/output device having a display (Taggart, ¶25-26 and ¶45, in the instance where the client and appliance are in the same device).

As per claim 12, Taggart discloses that the printer is coupled to an input/output device for receiving user requests for support and for displaying received solutions (Taggart, ¶45).

As per claim 13, Taggart discloses that the input/output device comprises a personal computer (Taggart, ¶45).

As per claim 14, Taggart discloses that the input/output device comprises a wireless device (Taggart, ¶45).

As per claim 15, Taggart discloses that the input/output device comprises a processor, a memory and a front panel display in the printer (Taggart, ¶45, where the client and the appliance are in a single device).

As per claim 16, Taggart discloses on receipt of the suggested solution, the printer executes the suggested solution (Taggart, ¶7, where the printer execution of the request results in the operation of solution execution, like the downloading of software).

As per claim 18, Taggart discloses a method of remotely diagnosing printer problems in a support system having a support server, the support server having a rules engine for parsing printer diagnostic data into components, for analyzing the components and for generating a suggested solution based on combinations of printer diagnostic data and error conditions and at least one printer located remote from the support server (Taggart ¶60), comprising: sending a request for support from the printer to the support server (Taggart, ¶31 and ¶33); responsive to

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the request for support, transmitting a printer diagnostic utility from the support server to the printer (Taggart, ¶¶63-64 and figure 11A, where the client is part of the support server, accessed across the network by the printer, and provides a diagnostics utility in the form of a request message that is used to initiate diagnostic polling); upon receipt and installation of the printer diagnostics utility at the printer, generating printer diagnostic data (Taggart, ¶¶33 and ¶¶64-65); transmitting the generated printer diagnostic data to the support server (Taggart, ¶¶32-33); parsing the generated printer diagnostic data into components and analyzing the components; generating a suggested solution based on combinations of printer diagnostic data and error conditions; and transmitting the suggested solution to the printer (Taggart, ¶¶60).

As per claim 19, Taggart discloses that the support server and the printer communicate over the Internet (Taggart, ¶¶35).

As per claim 20, Taggart discloses that the printer includes a printer driver having a web browser for pointing to a web page at the support server and wherein the step of sending a request for support from the printer to the support server comprises accessing the web browser (Taggart, ¶¶64-65).

As per claim 21, Taggart discloses prior to sending a request for support, generating printer diagnostic data at the printer during operation of the printer and storing the user profile information and printer status information at the printer (Taggart, ¶¶30).

As per claim 22, Taggart discloses that the printer diagnostic data comprises usage profile information and printer status information (Taggart, ¶¶30, where the quantifying and qualifying information would show a usage profile and the event info would provide status information).

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As per claim 26, Taggart discloses verifying warranty information for the printer (Taggart, ¶55).

*Claim Rejections - 35 USC § 103*

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

Claims 8-10, 24, and 25 are rejected under 35 U.S.C. 103(a) as being unpatentable over Taggart in view “HP Instant Support”, published January 2001 and provided in applicant’s information disclosure statement.

As per claim 8, Taggart discloses all the limitations of claim 1, and that the printer has a unique identifier (Taggart, ¶33, the identifier is inherent because the printer is a network entity and all the network entities have a URL value to provide unique identification, also the printer must have a unique identifier to allow for the identification of individual devices in the logging database) and wherein the support server further comprises a memory for storing historical information pertaining to the printer comprising a record of the printer diagnostic data (Taggart, ¶52). Taggart fails to disclose including a historical record of the request for support and the suggested solution.

“HP Instant Support” discloses including a historical record of the request for support and the suggested solution (“HP Instant Support”, page 5, section titled “speak with a specialist”)



It would have been obvious to one skilled in the art at the time of the invention to include the additional historical information of “HP Instant Support” in the database utilized by Taggart.

This would have been obvious because Taggart discloses the database providing information relating to usage and configuration information for use in the solving of problems (Taggart, ¶52). Historical information relating to previous support requests and suggested solutions, as provided for in “HP Instant Support” would have been valuable in this database. It would have been obvious that the historical information of support requests and suggested solutions would have provided for valuable additions to the configuration information and usage data of the database of Taggart by including all usage changes that resulted from previous support issues.

As per claim 9, Taggart discloses that the support server transmits historical information to the printer (Taggart, ¶70).

As per claim 10, Taggart discloses that the support server verifies warranty information for the printer (Taggart, ¶55).

As per claim 24, Taggart discloses all the limitations of claim 18, and the limitations of storing historical information pertaining to the printer comprising a record of the printer diagnostic data at the support server (Taggart, ¶52). Taggart fails to disclose the historical information including the request for support and the suggested solution.

“HP Instant Support” discloses including a historical record of the request for support and the suggested solution (“HP Instant Support”, page 5, section titled “speak with a specialist”)

It would have been obvious to one skilled in the art at the time of the invention to include the additional historical information of “HP Instant Support” in the database utilized by Taggart.

This would have been obvious because Taggart discloses the database providing information relating to usage and configuration information for use in the solving of problems (Taggart, ¶52). Historical information relating to previous support requests and suggested solutions, as provided for in “HP Instant Support” would have been valuable in this database. It would have been obvious that the historical information of support requests and suggested solutions would have provided for valuable additions to the configuration information and usage data of the database of Taggart by including all usage changes that resulted from previous support issues.

As per claim 25, Taggart discloses transmitting stored historical information to the printer (Taggart, ¶70).

### ***Conclusion***

**THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event,

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however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Joshua A Lohn whose telephone number is (571) 272-3661. The examiner can normally be reached on M-F 8-4.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Robert Beausoliel can be reached on (571) 272-3645. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

JAL

  
SCOTT BADERMAN  
PRIMARY EXAMINER